

**ILKAP's Client Charter Achievement Report from  
1 January 2017 until 31 December 2017**

**A. Training Programme**

Promise	Fulfilling Client Charter Period/ Standard		Exceeding Client Charter Period/Standard		Number of Service
	Total of Fulfilling Standard	% Fulfilling Standard	Total of Exceeding Standard	% Exceeding Standard	
1. Plan and implement quality training programmes according to a fixed curriculum	87	100	0	0	87
2. Conduct not less than 80% of the scheduled courses every year	87	100	0	0	87
3. Disseminate information in relation to the scheduled training programme not later than one month before training commences	87	100	0	0	87
4. Provide lecturers with knowledge and expertise in the field the course is going to be conducted	512 (All lecturers must attain average score not less than 4 as prescribed by MS ISO 9001:2008)	100	0	0	512

## B. Facilities for Participants Attending Courses

Promise	Fulfilling Client Charter Period/ Standard		Exceeding Client Charter Period/Standard		Number of Service
	Total of Fulfilling Standard	% Fulfilling Standard	Total of Exceeding Standard	% Exceeding Standard	
5. Provide comprehensive and latest reference materials	10,356 (All reference materials were comprehensive and latest and have achieved average score not less than 4 as prescribed by MS ISO 9001:2008)	100	0	0	10,536
6. Ensure that all training facilities and equipment are operational and ready to be used before and for the duration of the course	All training facilities and equipment are functional and have achieved average score not less than 4 as prescribed by MS ISO 9001:2008	100	0	0	Have achieved average score not less than 4 as prescribed by MS ISO 9001:2008
7. Provide a suitable, comfortable and conducive learning environment	Have achieved average score not less than 4 as prescribed by MS ISO 9001:2008	100	0	0	Have achieved average score not less than 4 as prescribed by MS ISO 9001:2008

### C. ILKAP's Management of Administration

Promise	Fulfilling Client Charter Period/ Standard		Exceeding Client Charter Period/Standard		Number of Service
	Total of Fulfilling Standard	% Fulfilling Standard	Total of Exceeding Standard	% Exceeding Standard	
8. Ensure all claims are settled within 14 days	6	100%	0	0.00%	6
9. Ensure that all inquiries and complaints are responded to within 48 hours	15	94%	1	6%	16